

The impact of increase in use of technology on leadership structure and mobbing

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Abstract

While the rapid dissemination of technology and information in today's world causes major changes in the structure of goods and services in business firms and affects also the sector and the employees working in the sector. The development, dissemination and use of technology and information also cause important changes in the roles and business processes of leaders, management and employees in business firms. These rapid changes and competition in the business firms cause mobbing behaviors to come along and increase.

Objective: The objective is to try to examine the impact of increase in use of technology in business firms on leadership structure and mobbing. **Method:** The Qualitative data collection techniques were used in the study which was designed as semi-structured.

Population and Sample: It has been made on 277 Automotive and Textile employees.

Discussion and Conclusions: In our country, there is a mentality of work that dominates by the tradition, based on obedience to the supervisor who is in position of manager. Existence of such a mentality facilitates the work of the person and/or persons who will apply mobbing.

Keywords: Technology, Mobbing, Leadership, Leadership Structure and Information Management, Executive Perception

1-Introduction

Today's information age and therefore the developments in information technologies have worn out the traditional management mentality and made it inadequate. It is a known fact that information technologies are effective in structuring of management and management strategies. For this reason, the organizations are required to handle and evaluate the role of information and information technologies in management processes and corporate processes. Because the basic condition of being capable to compete is to be innovative and open to change. The business firms, which are open to change and development, and the management staff in the business firm gain competitive advantage. In today's world where competition has gained a great importance, the use of advanced technology, production and transmission of information confront us. Information technologies confront us as an important factor in creating of organizational strategies due to mutual interaction with business processes and business strategies. The effects of information technologies on business strategies can be examined in three levels as sectoral, business and strategy level (Tekin M., Zerenler M., Bilge A., 2005; Çakmakçı 2012; Acar 2013).

Developments in technology have brought globalization along with itself. On the other hand, the process of globalization have loaded additional tasks and functions on the leadership mentality. Among many business firms, in companies that are obliged to live;

management, vision and goal setting, corporate culture creation, provision of inter-unit communication and many other functions require a much higher level of qualifications. In today's world, the business firms need to have them and fulfill their competences to survive. In order to prevent the failure of the business firms, the person(s), who has/have taken the leadership role, must have sufficient equipment and qualifications. Managers may act based on their past experiences. However, existence in the global field constitutes a very different situation. Leadership, which has a very important place in local business firms, has an important place also in activities in the global field. In today's world, managing information has become the most important criteria for leadership. (Arat, 1998: Arslan, A. 2001: Şimşeker M., Ünsar S.,2008)

In order to increase the efficiencies of the business firms; the leaders, managers and employees need to make an effort and endeavor beyond doing what is required. In order to achieve this, the employees should be motivated by using the right human resources methods. In order for employees to be motivated for their jobs, they must have a high level of performance as their attention deficit was removed, they had regular sleep and rested. In order to achieve this, they must have developed spiritual, mental, emotional and physical abilities and should not have any problem. In a period, in which information and technology are in the forefront in business firms; the employees' overcoming the physical, biological, social and psychological limitations at all levels in business firms is not a situation that individuals can realize on their own. A good motivation helps them to achieve their goals. However, all these situations cannot prevent the bullying behavior (mobbing) which is always present in the business firms but not mentioned or not realized and which is rapidly spreading each passing day.

2- METHODOLOGY

2.1 Method of Research;

Qualitative Data Collection techniques were used in the study which was designed as semi-structured.

2.2 Population and Sample;

Bursa is the fourth largest city which takes an important place in the industry of Turkey. Automotive business firms, in which the technology is considered to be very important, and textile business firms, in which the technology is considered to be less important than automotive, constitute the population of the study. Three automotive-three textile business firms and their employees, which were determined by simple random method from small-medium-large business firms in Bursa constitutes the sample of the study. The study was completed with 277 people, who agreed to participate in the study on the day of application, by obtaining verbal consent from the employees in the business firms that allowed the study to be conducted after obtaining the ethical committee and corporation permission.

2.3 Data Collection Forms

In the study, the interview form, which was created and structured by researchers in company with ethnographic observation and literature, containing 16 questions concerning demography features and 18 questions for leadership-technology and bullying, and the mobbing criteria were used.

Mobbing scale is a six- Likert-type mobbing scale developed by Yıldırım in the year 2008 consisting of 33-item sub dimensions such as isolation of individuals from work, and the assault on professional status, the assault on personality and directly-made negative behaviors. If the number obtained after dividing the total point taken from the scale by the

number of items, is one and over, it shows that the person is exposed to mobbing intentionally.

2.4 Ethical Aspect of Research

The objective and method of the study was stated and then it was applied to the Near East University Ethics Committee Presidency, and the approval of the ethics committee was obtained with the number of YDÜ/SB/2017/2.

Findings

		n	%
Does Technology Have a Positive Impact on Working?	Yes	251	90,6
	No	26	9,4
Does Technology Have a Negative Impact on Working?	Yes	67	24,2
	No	210	75,8
	Total	277	100,0

Table 1. Response Distribution to the question “Does Technology Have a Positive/Negative Impact on Working?”

While the rate of the respondents stated that technology has a positive impact on working

is 90.6%, the rate of those stated that it has a negative impact is 24,2%.

		n	%
Does Technology Have a Positive Impact on Leadership?	Yes	233	84,1
	No	44	15,9
Does Technology Have a Negative Impact on Leadership?	Yes	93	33,6
	No	184	66,4
	Total	277	100,0

Table 2. Response Distribution to the question “Does Technology Have a Positive/Negative Impact on Leadership?:

While the rate of the respondents stated that technology has a positive effect on the Leadership is 84.1%, the rate of the respondents stated that it had a negative effect is 33.6%.

		n	%
Have you encountered Mobbing in any manner?	Yes	106	38,3
	No	171	61,7
Is Mobbing Effective on Leadership?	Yes	179	64,6
	No	98	35,4
	Total	277	100,0

Table 3. Response Distribution to the questions “Have you encountered Mobbing in any manner? and Is Mobbing Effective on Leadership?”:

While 38.3% of the respondents stated that they encountered mobbing in some way, those, who constitute more than half of the respondents such as 64.6% stated that mobbing has an impact on Leadership.

Correlation			
		Mobbing	Leadership
Mobbing	Pearson Correlation Coefficient	1	-,110
	Sig.		,068
	Number of Respondents	277	277
Leadership Style	Pearson Correlation Coefficient	-,110	1
	Sig.	,068	
	Number of Respondents	277	277

Table 4. Results of Correlation Analysis on Mobbing and Leadership Styles

As it was seen, it was found that there was a low positive relationship between mobbing behaviors and leadership style ($r = -0,110$, $p = 0,068$). In accordance with the results of Correlation analysis, we can say that leadership styles of the managers of automotive and textile companies increase the mobbing behavior. It is foreseen that the level of mobbing will decrease in case the managers of the companies change their leadership styles.

Discussion

While the rate of the persons, composing almost all of the respondents, stated that the technology has a positive effect on the study is 90.6%, the rate of the persons stated that it has a negative effect on the study is 24.2%.

Statistically significant high point averages were determined in sub dimensions of "persistence" and "going beyond itself" point averages of the employees working in management position in the public administration, and of "self-management" and "cooperation" of those working as subcontractor. In our country, there is a mentality of working, on which tradition of obedience to the supervisor in position of manager is dominant. Existence of such a mentality facilitates the work of the person and persons who will apply mobbing. (Karakuş, 2013). The mentality, on which tradition of obedience to the supervisor is dominant, is considered to be the reason why "persistence" points of the public employees in the management position are high.

In the study, in which the relationship between agricultural productivity and education in Thailand was examined, it was stated that agricultural productivity increased by about 9% when a farmer completed four years of basic education. According to the same study, it was seen that the possibility for the educated farmers to adopt new technology is 60% more than a farmer who has never been educated (Psacharopoulos, 1985). Education contributes to person to learn and implement the right and wrong, and not to confine itself with those it has by getting aware of itself, and also contributes its personal development with the developing technologies. Moreover, it is thought that the person will not do any mobbing behavior because of the education or in case he/she does any, it will be minimized by the education provided in the business firm, and that he/she will do the necessary actions against it, in case he/she is exposed to mobbing,

It was found that the average points of those in the group of 50-64 ages for "novelty seeking", "harm avoidance", "reward addiction", "self-management" and "cooperation" were found to be significantly higher than those of other age groups. The 50-64 age range is an age range in which the productivity, education and development of an adult person continues. It is thought that "harm avoidance", "novelty seeking", "reward addiction", "self-management"

and "cooperation" points are higher as a result of increase in experience, productivity and education with the increasing age.

The "Novelty seeking" and harm avoidance" sub point averages for those, who got education for the business firm, were statistically found to be significantly higher than those of persons who did not get education.

"Novelty seeking" of the ones, who got education for the business firm, is considered as the reason why "harm avoidance" points are high. Among the matters for which measures are required to be taken in relation to mobbing, the points such as both managers and employees are incapable and inexperienced and the lack of communication and cooperation with people in the workplace are included. When the 30-64 age range is evaluated in terms of Erikson's theory for psycho-social developmental periods, the adult is productive, efficient and creative. (Gürses and Kılavuz, 2011).

Conclusion:

It is a certain fact that the use of technology is irreplaceable and indispensable at the present time. The technology, which takes a very important place in life, can also bring along mobbing on individuals. Inclusion of individuals to in-company trainings plays an important role in preventing the mobbing especially in areas where technology is intensively used such as individuals' use of technology and communication, problem solving, conflict resolutions and crisis.

It is also important for individuals to be placed to management positions must be well trained and evaluated in terms of personality structure and to take into account their work experience as well as they can use the technology well.

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